



# UNITED STATES BANKRUPTCY COURT

## DISTRICT OF HAWAII

1132 Bishop Street, Suite 250L  
Honolulu, Hawaii 96813

MICHAEL B. DOWLING  
Clerk of Court

AMY YOUNG  
Chief Deputy Clerk

### VACANCY ANNOUNCEMENT

#2009-01

Position Title	<b>Information Systems Technician</b>
Location	Honolulu, Hawaii
Number of Positions	1
Term of Employment	Temporary Indefinite - position may be extended or converted to permanent without further competition, subject to need and available funding.
Grade / Salary Range	Court Personnel System Classification Level: CL 25 Developmental Range Salary: \$40,926.25 - \$50,758.75/year* Full Performance Range Salary: \$51,186.25 - \$66,576.25/year* *Includes 25% Cost of Living Adjustment (which is subject to change). Starting salary commensurate with experience and qualifications. Advancement on the pay scale is contingent upon satisfactory performance.
Closing Date	Open until filled. Applications received by March 13, 2009 will be given preference.

Position Summary	This position is located in the Clerk's Office of the bankruptcy court. This position is part of the information technology ("IT") team that provides help desk and technical support to clerical, administrative, and chambers staff in installing and configuring computer hardware and software applications. Technicians also perform routine to moderately complex troubleshooting for hardware and software systems. In addition to IT related responsibilities, this position will provide administrative support to the Clerk's Office, including but not limited to assisting the Financial Administrator with duties such as inventory control and audits. The position requires lifting and moving equipment, and may require the performance of duties outside regular business hours.
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Primary Responsibilities	<ul style="list-style-type: none"> <li>● <b>User Support.</b> Provides user support and resolution of system related problems for desktop systems, laptops, printers, and other equipment. Assists with web access. Provides information and assistance to users on applications such as word processing and data entry. Assists with creating user accounts and providing end user training. Provides support for mobile computing devices and remote access.</li> <li>● <b>Systems Administration.</b> Creates and runs reports. Installs or assists in the installation of upgrades of new or revised off-the-shelf software releases. Sets up, configures, installs, and documents hardware and software. Confirms that backups are run.</li> <li>● <b>Systems Support.</b> Provides cabling support. Performs inventory control duties. Prepares and maintains the documentation and standard operating procedures and checklists for end-users and other technicians. Troubleshoots hardware and software problems. Performs basic systems support for telephone systems. Creates local court forms from off-the-shelf software. Customizes programs for local needs and trains personnel in their use. Provides day-to-day systems backups and verification of data.</li> </ul>
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	<ul style="list-style-type: none"> <li>● <b>Systems Monitoring and Maintenance.</b> Monitors day-to-day operations of the equipment and systems. Acts as the technical expert in solving computer systems problems. Maintains contact with other IT court personnel at different locations and levels for the purpose of keeping abreast of development, techniques, and user programs. Recommends hardware, equipment, and software upgrades.</li> <li>● <b>Financial Operations Support.</b> Assists the court's Financial Administrator and serves as the financial backup clerk in the Financial Administrator's absence. Assists with inventory control and audits.</li> </ul>
Minimum Qualifications	Two years of specialized experience including at least one year of work experience at the CL 24 level. (Specialized experience means progressively responsible experience that is in, or closely related to, the work of the position that has provided the particular knowledge, skills and abilities to successfully perform the duties of the position; such as experience related to the technical aspects of data processing, office automation, and data communications and their applications, terminology, methodology, and experience in end user training.)
Preferred Additional Qualifications	<ul style="list-style-type: none"> <li>● Bachelor's degree from an accredited college or university in computer science or related field.</li> <li>● Experience in using recent versions of software including Microsoft Windows XP, Corel WordPerfect Office, Microsoft Office, Lotus Notes, and Adobe Acrobat. UNIX/Linux experience a plus.</li> <li>● Familiarity with or ability to learn judiciary or government financial, budgeting, procurement, IT security, and internal controls regulations and procedures.</li> </ul>
Personal Characteristics	<ul style="list-style-type: none"> <li>● Excellent interpersonal and communication skills (oral and written), with an ability to listen and quickly discern customer needs and priorities.</li> <li>● Time management skills, ability to handle multiple tasks simultaneously and meet deadlines.</li> <li>● Accuracy and attention to detail are exceptionally important.</li> <li>● Excellent collaboration skills for working with IT and other court staff.</li> <li>● A candidate who demonstrates initiative and an eagerness to learn and meet new challenges will be especially appealing.</li> </ul>
Additional Information	<ul style="list-style-type: none"> <li>● Excepted Service, At-Will Employment. Employees of the bankruptcy court are "at-will" employees, meaning that the employee or the employer may terminate the relationship at any time, for any reason, with or without cause or notice, and without any pre-termination process or warning.</li> <li>● Eligibility. Applicants must be United States citizens or eligible to work in the United States.</li> <li>● Benefits. Employees of the United States Courts are not covered by the Office of Personnel Management's civil service classifications or regulations of the Office of Personnel Management ("OPM"). However, court employees are entitled to similar benefits as other federal government employees. Detailed information concerning benefits is available at the federal judiciary's website: <a href="http://www.uscourts.gov/employment.html">http://www.uscourts.gov/employment.html</a>.</li> <li>● Equal Opportunity. The court is an equal opportunity employer.</li> <li>● References. The court may contact references and past employers.</li> <li>● Background Investigation. This position is considered "high sensitive" and the selected applicant must undergo an OPM background investigation, including fingerprinting, and updated background investigations every five years. The individual selected for the position will be hired provisionally pending the successful completion of the background investigation. Unsatisfactory results may result in termination of employment.</li> </ul>

	<ul style="list-style-type: none"> <li>● The Federal Financial Management Reform Act requires direct deposit of federal wages.</li> <li>● The court reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position without prior written or other notice.</li> </ul>
Application Process	<p>Interested applicants should submit a cover letter, a resume describing their experience and qualifications, as well as a completed AO-078 Application for Judicial Branch Employment (date of birth may be left blank) which may be downloaded from <a href="http://www.uscourts.gov/forms/uscforms.cfm">www.uscourts.gov/forms/uscforms.cfm</a>. Mail applications to Michael B. Dowling, Clerk, U.S. Bankruptcy Court, 1132 Bishop Street, Suite 250L, Honolulu, Hawaii, 96813 or email to <a href="mailto:hr@hib.uscourts.gov">hr@hib.uscourts.gov</a>. Due to the expected volume of applications, the court will only communicate with those individuals who will be invited for personal interviews. Applicants selected for interviews must travel at their own expense and relocation expenses will not be reimbursed.</p>